



## SUMMARY

### **North Carolina 911 Board**

Use of 911 Funds Committee

March 27, 2008

333 Six Forks Road

Conference Room #2

10:00 am

#### Committee Members Present

Jason Barbour

Dave Corn

Christi Derreberry (via phone)

David Dodd

#### Committee Members Absent

Alan Cloninger

Joe Durham

Wesley Reid

#### Staff Present

Ron Adams

Richard Bradford

Richard Taylor

- 1) Follow-up Discussion On Addressing / Mapping Job "Function" versus "Salary"

*Staff presented seven job descriptions from one county(as an example) that had been presented to staff for pre-approval. Three of the jobs were related to street signs, three related to addressing and one related to planning, although all were within the planning department. Each of the job descriptions reported job function responsibilities of 90% to 100% 911 fund eligibility.*

*Discussion and concern centered around 911 funds being used more for paying indirect salaries than to pay for direct 911 call delivery/call receipt capabilities.*

*It was noted that there has been discussion among some industry groups that legislation could be introduced to prohibit use of 911 funds for any salaries.*

#### **Committee Recommendation:**

- 1) That a maximum of 7 ½% of total 911 revenues received by a primary PSAP could be used for FTE (Full Time Equivalent) approved job functions or contractual costs
- 2) That a review of all 911 funds used for FTE functions or contractual costs be conducted on a 12 month cycle to determine if the maximum percentage is valid
- 3) A primary PSAP may request of the 911 Board a waiver of the maximum percentage allowance based on a documented need

Job Description Documentation is attached

- 2) Follow-up Discussion On Allowable Mapping Expenditures  
*(This is a continuation from the February 8, 2008 911 Board meeting when a representative from North Carolina chapters of NENA & APCO requested further consideration)*

***At the request of Jason Barbour and David Dodd, this item was deferred until the next Committee meeting***

- 3) 62A- 46.c.2 Expenditures for in-State training of 911 Personnel  
*This is the initial discussion for adding to the current "Approved Use of Fund List" the types of training that the 911 Board interprets as allowable.*

*Discussion centered on individual class type of training versus a conference type of training.*

*Also discussed what should be considered for costs of lodging and transportation and if any limits should be placed.*

*Initial qualification for "out of state" training was discussed.*

**Committee Recommendation:**

- 1) That 911 funding be allowed for individual class registration for maintenance and operation of the 911 system and specific 911 intake and related call taking training
- 2) Allowable travel expenses shall not exceed the local government or State of North Carolina per diem rates, whichever is greater.

- 3) In state training will be considered “unavailable” if the class is not offered in North Carolina six months prior to, or six months after the scheduled out of state class.

Documentation (62A-46.c.2) is attached

***All recommendations approved by the 911Board are to be added to the “Approved Use of Fund” list***

TAB 1

**XXXXXXXXXXXXXXXXXXXX**  
**POSITION DESCRIPTION**

<b>Department/Division/Section:</b> Planning/911 Sign Shop			
<b>Fund:</b> xxx	<b>Agency:</b> xxx	<b>Org:</b> xxx	<b>Position #:</b> xxx
<b>Title:</b> Street Sign Installation Technician		<b>FLSA:</b> Non-Exempt	<b>Grade:</b>

**GENERAL DESCRIPTION OF DUTIES**

Under direct supervision, the purpose of the position is to manufacture, install and maintain street signs. Employees in this class perform semi-skilled trades work and manual labor. Sign activities support the County's E-911 system. Performs related work as required.

**SPECIFIC DUTIES AND RESPONSIBILITIES**

**EXAMPLES OF ESSENTIAL FUNCTIONS**

*The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.*

Maintains street signs; identifies signs which need repair, adjustment or replacement and perform necessary repair and maintenance work. (65%)

Manufacture ordered signs, ensuring compliance with specifications and quality standards. (5%)

Installs new street signs, using hand and power tools, and ensuring their security and visibility. (25%)

Enters sign work order information into automated system. (5%)

**MARGINAL FUNCTIONS**

*While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.*

Perform preventive maintenance on tools, equipment and truck.

Performs related duties as required.

**MINIMUM TRAINING AND EXPERIENCE**

High school diploma or GED; supplemented by one (1) year experience and/or training performing semi-skilled work and manual labor; or an equivalent combination of education, training, and experience.

**SPECIAL REQUIREMENTS**

Must have or obtain North Carolina Drivers License with an acceptable driving record.  
Requires drug-screening test and receipt of negative results for the use of drugs specified in the county policy.  
Background check with local authorities required.

**ADA COMPLIANCE**

**Physical Ability:** Tasks involve the regular and, at times, sustained performance of moderately physically demanding work, typically involving some combination of climbing and balancing, stooping, kneeling, crouching,

and crawling, and that may involve the lifting, carrying, pushing, and/or pulling of moderately heavy objects and materials (20-50 pounds).

**Dexterity**: Requires the ability to perform coordinated movements needed to perform data entry and to use hand and power tools needed for in sign installation and maintenance.

**Sensory Requirements**: Some tasks require the ability to perceive and discriminate colors or shades of colors. Some tasks require visual perception and discrimination. Some tasks require oral communications ability.

**Environmental Factors**: Tasks may risk exposure to heat, dust, electrical currents, machinery and weather.

## **PERFORMANCE INDICATORS**

**Knowledge of Work**: Has working knowledge of the methods, procedures and policies of XXXXX County as such pertains to the performance of the essential duties of Street Sign Installation Technician. Has working knowledge of principles and practices of manufacturing, installing and maintaining signs. Has working knowledge of the laws, ordinances, standards, and regulations pertaining to the essential duties and responsibilities of the position. Has working knowledge of the organization of the department, and of related departments and agencies. Clearly understands the occupational hazards and safety precautions required to perform the essential functions of the work. Has working knowledge of terminology and related professional languages used within the department as such pertains to work responsibilities. Knows how to maintain cooperative and effective relationships with intra- and interdepartmental personnel, as well as any external entities with whom position interacts.

**Knowledge of Work**: Has working knowledge of the methods, procedures and policies of XXXXX County as such pertains to the performance of the essential duties of Street Sign Installation Technician. Has working knowledge of principles and practices of manufacturing, installing and maintaining street signs. Has working knowledge of the laws, ordinances, standards, and regulations pertaining to the essential duties and responsibilities of the position. Has working knowledge of the organization of the department, and of related departments and agencies. Clearly understands the occupational hazards and safety precautions required to perform the essential functions of the work. Has working knowledge of terminology and related professional languages used within the department as such pertains to work responsibilities. Knows how to maintain cooperative and effective relationships with intra- and interdepartmental personnel, as well as any external entities with whom position interacts.

**Quality of Work**: Maintains high standards of accuracy in performing duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains quality communication and interaction with intra- and interdepartmental personnel, and any external entities with whom position interacts.

**Quantity of Work**: Performs described Essential Functions and related assignments efficiently and effectively in a manner to produce a quantity of work which consistently meets established standards and expectations.

**Dependability**: Assumes responsibility for completion of assigned functions. Completes assigned work within established deadlines in accordance with directives, policies, standards, and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

**Attendance**: Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides sufficient notice to upper management with respect to vacation time and leave requests.

**Initiative and Enthusiasm**: Exhibits an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates appropriate and acceptable action for the completion of work with a minimum of supervision and instruction.

**Judgment**: Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identification of alternative solutions to issues or  
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situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advisement where appropriate, and researches issues, situations, and alternatives prior to exercising judgment.

**Cooperation:** Accepts supervisory and managerial instruction and direction, and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences is justified, i.e., poor communications, variance with established policies and procedures, etc.. Offers suggestions and recommendations to encourage and improve cooperation both intra- and interdepartmentally.

**Relationships with Others:** Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships both intra- and interdepartmentally, and with external entities with whom position interacts. Tactfully and effectively handles requests, suggestions, and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

**Coordination of Work:** Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion for work elements, and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

**Safety and Housekeeping:** Adheres to all established safety and housekeeping standards, to include regulatory entities. Ensures such standards are not violated.

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Employee's Signature

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Supervisor's Signature

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Date

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Date

**XXXXXXXXXXXXX**  
***POSITION DESCRIPTION***

**Department/Division/Section:** Planning/911 Sign Shop

**Fund:** **Agency:** **Org:** **Position #:**

**Title:** Sign Shop Supervisor **FLSA:** **Grade:**

**GENERAL DESCRIPTION OF DUTIES**

Under general supervision, the purpose of this class is to supervise and engage in the manufacturing, installation, location and maintenance of markers, placards, streets signs and other signage for XXXXXX County in support of the E-911 system and other planning functions/activities. Responsibilities include planning and assigning daily work activities, supervising staff, and preparing records and reports of sign activities and status. Performs related work as required.

**SPECIFIC DUTIES AND RESPONSIBILITIES**

**EXAMPLES OF ESSENTIAL FUNCTIONS**

*The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.*

Performs a variety of duties associated with supervising staff to include hiring, assigning work, ensuring training, establishing performance standards, evaluating work, preparing/verifying time sheets and providing guidance, and discipline as necessary. (2.5%)

Installs and maintains street name signs. (60%)

Receives work orders, written and called in, prioritizes work and plans daily assignments. (2.5%)

Supervises technicians engaged in manufacturing, installing and maintaining street signs, markers, placards and other signage. (5%)

Manufactures signage; ensures signs meet specifications and quality standards. (15%)

Collect street centerline, street sign location information utilizing GPS technology as needed. (10%)

Operates various computer software programs to locate street names and boundary lines, address locations, etc. Enters, retrieves and maintains data in automated information systems and program databases; prepares reports, records distributes and coordinates address updates to city, county, public agencies and utilities.

Conducts field surveys for verification of new or existing construction including streets, sidewalks, utilities, fire support systems and other structures within city and/or county limits and provides location information for database systems. (2.5%)

Maintains inventory of supplies; orders supplies as needed. (2.5%)

Operates motor vehicles.

**MARGINAL FUNCTIONS**

*While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.*



Performs related duties as required.

### **MINIMUM TRAINING AND EXPERIENCE**

Vocational/Technical degree with training emphasis in maintenance and construction; supplemented by one (1) year experience and/or training involving the performance of semi skilled trades work in construction or maintenance; or an equivalent combination of education, training, and experience.

### **SPECIAL REQUIREMENTS**

Must have or obtain North Carolina Drivers License with an acceptable driving record.  
Requires drug-screening test and receipt of negative results for the use of drugs specified in the county policy.  
Background check with local authorities required.

### **ADA COMPLIANCE**

**Physical Ability:** Tasks involve the regular and, at times, sustained performance of moderately physically demanding work, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and that may involve the lifting, carrying, pushing, and/or pulling of moderately heavy objects and materials (20-50 pounds).

**Dexterity:** Requires the ability to perform coordinated movements needed to perform data entry and to use hand and power tools needed for in sign installation and maintenance.

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate colors or shades of colors. Some tasks require visual perception and discrimination. Some tasks require oral communications ability.

**Environmental Factors:** Tasks may risk exposure to heat, dust, electrical currents, machinery and weather.

### **PERFORMANCE INDICATORS**

*The work performance of supervisory personnel of XXXXXX County is routinely evaluated according to the performance criteria outlined herein:*

**Knowledge of Work:** Has considerable knowledge of the methods, procedures and policies of XXXXXX County as such pertains to the performance of the essential duties of Sign Shop Supervisor. Has considerable knowledge of principles and practices of manufacturing, installing and maintaining signs and supervising staff. Has working knowledge of the laws, ordinances, standards, and regulations pertaining to the essential duties and responsibilities of the position. Has working knowledge of the applicable portions of GIS software and information database. Has working knowledge of the organization of the department, and of related departments and agencies. Clearly understands the occupational hazards and safety precautions required to perform the essential functions of the work. Has considerable knowledge of terminology and related professional languages used within the department as such pertains to work responsibilities. Knows how to maintain cooperative and effective relationships with intra- and interdepartmental personnel, as well as any external entities with whom position interacts.

**Quality of Work:** Maintains high standards of accuracy in performing duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains quality communication and interaction with intra- and interdepartmental personnel, and any external entities with whom position interacts.

**Quantity of Work:** Performs described Essential Functions and related assignments efficiently and effectively in a manner to produce a quantity of work which consistently meets established standards and expectations.

**Dependability:** Assumes responsibility for completion of assigned functions. Completes assigned work within established deadlines in accordance with directives, policies, standards, and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

**Attendance:** Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides sufficient notice to upper management with respect to vacation time and leave requests.

**Initiative and Enthusiasm:** Exhibits an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates appropriate and acceptable action for the completion of work with a minimum of supervision and instruction.

**Judgment:** Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identification of alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advisement where appropriate, and researches issues, situations, and alternatives prior to exercising judgment.

**Cooperation:** Accepts supervisory and managerial instruction and direction, and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences is justified, i.e., poor communications, variance with established policies and procedures, etc.. Offers suggestions and recommendations to encourage and improve cooperation both intra- and interdepartmentally.

**Relationships with Others:** Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships both intra- and interdepartmentally, and with external entities with whom position interacts. Tactfully and effectively handles requests, suggestions, and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

**Coordination of Work:** Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion for work elements, and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

**Safety and Housekeeping:** Adheres to all established safety and housekeeping standards, to include regulatory entities. Ensures such standards are not violated.

**Planning:** Plans, coordinates and utilizes information effectively in a manner to improve activities and production. Knows and understands expectations regarding such activities and works to ensure such expectations are met. Develops and formulates ways, means, and timing to achieve established goals and objectives. Effectively and efficiently organizes, arranges, and allocates manpower, financial and other designated resources to achieve such goals and objectives.

**Organizing:** Efficiently organizes own work and that of subordinates as well. Ensures personnel under charge understand what results are expected of them, and that each is regularly and appropriately informed of all matters either affecting or of concern to them.

**Staffing:** Works with upper management, where appropriate, to select and recommend employment of qualified personnel. Personally directs the development and training of personnel under charge, ensuring their proper induction, orientation, and training.

**Leading:** Provides a work environment which encourages clear and open communications. Has a clear and comprehensive understanding of the principles of effective leadership, as well as the application of such principles to functions under charge. Provides adequate feedback to personnel under charge concerning their performance in terms of excellent, satisfactory, or lacking. Commends and rewards personnel under charge for outstanding performance, and takes timely and appropriate disciplinary action as necessary. Exercises enthusiasm in influencing and guiding others toward achievement of established goals and objectives.

**Controlling:** Establishes and maintains a work environment which is orderly and controlled. Coordinates, audits, and controls manpower and financial resources efficiently and effectively. Coordinates, audits, and controls the utilization of materials and equipment efficiently and effectively. Has a clear and comprehensive understanding of established standards, methods, and procedures.

**Delegating:** Assigns duties and responsibilities as necessary and/or appropriate to meet goals, enhance abilities of personnel under charge, build their confidence, and assist them in personal growth. Establishes and maintains confidence in personnel under charge to meet new or additional expectations.

**Decision Making:** Exercises discretion and judgment in developing and implementing courses of action affecting functions under charge. Recognizes when a particular policy, procedure or strategy does not foster the desired result. Moves decisively and explicitly to develop and implement alternatives.

**Creativity:** Regularly seeks new and improved methodologies, policies and procedures for enhancing the effectiveness of functions under charge. Employs imagination and creativity in the application of duties and responsibilities. Is not adverse to change that supports achievement of goals and objectives.

**Human Relations:** Strives to develop and maintain excellent rapport with personnel under charge. Listens to and considers their suggestions and complaints, and responds appropriately. Establishes a work environment to promote and maintain mutual respect.

**Policy Implementation:** Has a clear and comprehensive understanding of policies regarding functions under charge and the function of the organization. Adheres to all policies in the discharge of duties and responsibilities, and ensures the same for personnel under charge.

**Policy Formulation:** Maintains current knowledge of changes in operating philosophies and policies, and routinely reviews such policies to ensure any changes in philosophy or practice are appropriately incorporated into functions under charge. Recognizes and understands the relationship between operating policies and practices and morale and performance. Strives to ensure established policies enhance same.

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## POSITION DESCRIPTION

**TITLE:** PLANNING ASSISTANT

**AGENCY**

**DEPARTMENT/LOCATION:**

**GRADE**

**FLSA**

**POSITION #:**

### GENERAL DESCRIPTION OF DUTIES

Under general direction, the purpose of the position is to supervise the work of Technical drafting staff and to coordinate and review prepared documents used to support Department programs. Employees in this class plan assign work; supervise and review drafted documents; and perform administrative functions for the graphics section. Reports to the Planning Director. Performs related work as required.

### SPECIFIC DUTIES AND RESPONSIBILITIES

#### EXAMPLES OF ESSENTIAL FUNCTIONS

**The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.**

Produce (includes pre-production activities, printing, and distribution) the County Atlas and update every 6 months (5%)

Collect street centerline information and ALI field work in conjunction with the Addressing Coordinator or other staff (20%)

Assist the Street Naming Coordinator and Addressing Technician with plat reviews and address assignments and responding to phone inquiries (10%)

Update and compare the ALI Database to the 911 call records from the previous day to ensure TELCO ALI records match our local ALI Database (addressing database) (30%)

Review new development plans database to ensure accuracy and correctness in the Spatialized Database (20%)

#### MARGINAL FUNCTIONS

**While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.**

Assists the public with 911 addressing and street naming questions. (5%)

Performs general clerical work in support of assigned duties: maintains files, prepares copies, etc. (5%)

Performs drafting and/or digital mapping work as needed. (5%)

Performs related duties as required.

Operates motor vehicles

### MINIMUM TRAINING AND EXPERIENCE

Vocational/Technical degree with training emphasis in drafting, cartography or a related field; supplemented by one (1) year experience and/or training involving drafting and preparing maps and technical documents; or an equivalent combination of education, training, and experience.

### **SPECIAL REQUIREMENTS**

Must have or obtain North Carolina Drivers License with an acceptable driving record. Requires drug-screening test and receipt of negative results for the use of drugs specified in the county policy. Background check with local authorities required.

### **ADA COMPLIANCE**

**Physical Ability:** Tasks involve the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

**Dexterity:** Requires the ability to perform coordinated movements needed to operate office equipment, computers and drafting instruments.

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate colors or shades of colors. Some tasks require the ability to perceive and discriminate sound. Some tasks require visual perception and discrimination. Some tasks require oral communications ability.

**Environmental Factors:** Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances.

### **PERFORMANCE INDICATORS**

**The work performance of supervisory personnel of XXXXXX County is routinely evaluated according to the performance criteria outlined herein:**

**Knowledge of Work:** Has working knowledge of the methods, procedures and policies of XXXXXX County as such pertains to the performance of the essential duties of Planning Assistant. Has considerable knowledge of principles and practices of drafting and preparing maps and technical drawings. Has working knowledge of the laws, ordinances, standards, and regulations pertaining to the essential duties and responsibilities of the position. Has working knowledge of the organization of the department, and of related departments and agencies. Clearly understands the occupational hazards and safety precautions required to perform the essential functions of the work. Has considerable knowledge of terminology and related professional languages used within the department as such pertains to work responsibilities. Has considerable knowledge of field data collection as it relates to digital mapping. Knows how to maintain cooperative and effective relationships with intra- and interdepartmental personnel, as well as any external entities with whom position interacts.

**Quality of Work:** Maintains high standards of accuracy in performing duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains quality communication and interaction with intra- and interdepartmental personnel, and any external entities with whom position interacts.

**Quantity of Work:** Performs described Essential Functions and related assignments efficiently and effectively in a manner to produce a quantity of work which consistently meets established standards and expectations.

**Dependability:** Assumes responsibility for completion of assigned functions. Completes assigned work within established deadlines in accordance with directives, policies, standards, and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

**Attendance:** Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides sufficient notice to upper management with respect to vacation time and leave requests.

**Initiative and Enthusiasm:** Exhibits an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates appropriate and acceptable action for the completion of work with a minimum of supervision and instruction.

**Judgment:** Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identification of alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advisement where appropriate, and researches issues, situations, and alternatives prior to exercising judgment.

**Cooperation:** Accepts supervisory and managerial instruction and direction, and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences is justified, i.e., poor communications, variance with established policies and procedures, etc.. Offers suggestions and recommendations to encourage and improve cooperation both intra- and interdepartmentally.

**Relationships with Others:** Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships both intra- and interdepartmentally, and with external entities with whom position interacts. Tactfully and effectively handles requests, suggestions, and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

**Coordination of Work:** Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion for work elements, and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

**Safety and Housekeeping:** Adheres to all established safety and housekeeping standards, to include regulatory entities. Ensures such standards are not violated.

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## ***POSITION DESCRIPTION***

<b>Department/Division/Section:</b> Planning Emergency 911			
<b>Fund:</b>	<b>Agency:</b>	<b>Org:</b>	<b>Position #:</b>
<b>Title</b> Enhanced 911 Addressing Coordinator		<b>FLSA</b>	<b>Grade</b>

### **GENERAL DESCRIPTION OF DUTIES**

Under general supervision, the purpose of the position is to perform all duties that relate to maintaining and facilitating the E911 Addressing System by ensuring that all addressing follows the guidelines and standards of XXXXXX County. The position works as a link between various departments such as the street naming coordinator, street sign installer, postmasters and carriers, city/county officials, developers and private citizens in analyzing and preparing for proper E911 Addressing. The employee works under supervision of the E911 Planning Coordinator and must demonstrate a high degree of initiative and individual judgment as the position is responsible for technical detailed work involving documents from a variety of sources; verification of information from maps and various computer programs, and making updates to computer files and databases.

### **SPECIFIC DUTIES AND RESPONSIBILITIES**

#### **EXAMPLES OF ESSENTIAL FUNCTIONS**

*The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.*

Works to maintain and ensure the accuracy of the E911 database through entering, reviewing and maintaining various data in automated information systems and program databases. This includes the review of existing and assigning new E911 Addresses for inclusion into the ALI database which may involve Global Position System (GPS) data and related software. (10%)

Oversees the completion of addressing and street naming by the addressing staff on all new subdivision plats.

Performs street centerline editing and new street additions along with proper directional routing within E911 file so that all streets can be located by emergency services and other agencies; thereby, ensuring all citizens timely access to required emergency services. (20%)

Performs surveys to obtain information regarding addressing using GPS software and various mapping to maintain and update field data. (20%)

Inputs data into computer mapping software while proofing addresses block ranges and street locations. Distributes information to local agencies and other interested groups as appropriate. (15%)

Assists with phone calls and walk-in clients that require assistance regarding addressing information. (2.5%)

Prepares progress reports and presentations for governing bodies, planning boards and other governmental agencies as well as for the general public. (5%)

Works with sign shop to report sign problems and in the determination of new street sign locations. (5%)

Scans all new plats ensuring that information is accurate and mapped location is correctly identified. (20%)

#### **MARGINAL FUNCTIONS**

*While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.*

Performs general clerical and administrative functions in support of assigned duties: maintains project files, answers telephone calls, makes copies of documents, etc. (2.5%)

Performs related duties as required.

### **MINIMUM TRAINING AND EXPERIENCE**

Bachelor's degree in planning, civil engineering, land surveying or a related field; supplemented by three (3) years experience and/or training that includes work experience with GIS (geographical information systems) and E911 Addressing Systems by conducting planning studies, performing land use surveys and/or developing maps and plans; or an equivalent combination of education, training, and experience. Master's degree from an APA recognized graduate school of planning is preferred.

### **SPECIAL REQUIREMENTS**

Must have or obtain North Carolina Drivers License with an acceptable driving record.  
Requires drug-screening test and receipt of negative results for the use of drugs specified in the county policy.  
Background check with local authorities required.

### **ADA COMPLIANCE**

**Physical Ability:** Tasks involve the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

**Dexterity:** Requires the ability to perform coordinated movements needed to operate office equipment, computers and drafting instruments.

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate colors or shades of colors. Some tasks require the ability to perceive and discriminate sound. Some tasks require visual perception and discrimination. Some tasks require oral communications ability.

**Environmental Factors:** Some tasks may risk exposure to adverse environmental conditions, such as dust, weather conditions, or noise.

### **PERFORMANCE INDICATORS**

*The work performance of non-supervisory personnel of XXXXXX County is routinely evaluated according to the performance criteria outlined herein:*

**Knowledge of Work:** Knowledge of the geographic layout of XXXXXX County and the surrounding area. Knowledge of standard planning and zoning procedures and the ability to interpret local, state and federal laws, rules, regulations and guidelines as they pertain to County zoning practices. Knowledge of 911 addressing procedures and the ability to interpret local, state and federal laws, rules, regulations and guidelines as they pertain to 911 addressing standards. Knowledge and skill in utilizing GIS software applications and in maintaining multi-layered GIS databases.

**Ability** to meticulously read, analyze and interpret blueprints, maps, plats, legal documents and other types of correspondence regularly used in local government. Ability to effectively communicate ideas/information both orally and in writing. Ability to make presentations and respond in a professional manner to interest groups, contractors and City and County employees. Has considerable knowledge of terminology and related professional languages used within the department as such pertains to work responsibilities. Knows how to maintain cooperative and effective relationships with intra-and interdepartmental personnel, as well as any external entities with which the position interacts.

**Quality of Work:** Maintains high standards of accuracy in performing duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains quality



communication and interaction with intra- and interdepartmental personnel, and any external entities with which position interacts.

**Quantity of Work:** Performs described Essential Functions and related assignments efficiently and effectively in a manner to produce a quantity of work which consistently meets established standards and expectations.

**Dependability:** Assumes responsibility for completion of assigned functions. Completes assigned work within established deadlines in accordance with directives, policies, standards, and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

**Attendance:** Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides sufficient notice to upper management with respect to vacation time and leave requests.

**Initiative and Enthusiasm:** Exhibits an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates appropriate and acceptable action for the completion of work with a minimum of supervision and instruction.

**Judgment:** Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identification of alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advisement where appropriate, and researches issues, situations, and alternatives prior to exercising judgment.

**Cooperation:** Accepts supervisory and managerial instruction and direction, and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences is justified, i.e., poor communications, variance with established policies and procedures, etc.. Offers suggestions and recommendations to encourage and improve cooperation both intra- and interdepartmentally.

**Relationships with Others:** Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships both intra- and interdepartmentally, and with external entities with whom position interacts. Tactfully and effectively handles requests, suggestions, and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

**Coordination of Work:** Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion for work elements, and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

**Safety and Housekeeping:** Adheres to all established safety and housekeeping standards, to include regulatory entities. Ensures such standards are not violated.

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Employee's Signature

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Supervisor's Signature

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Date

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Date

*XXXXXX County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, XXXXXX County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*

Developed: DMG 1997  
Revised: 7/28/98

**COUNTY of XXXXXX**  
***POSITION DESCRIPTION***

**Department/Division/Section:** Planning/GIS

**Fund:** **Agency:** **Org:** **Position #:**

**Title:** E911/Addressing GIS Coordinator MAPINFO **FLSA:** **Grade:**

**GENERAL DESCRIPTION OF DUTIES**

Under general direction, the purpose of the position is to oversee the creation and maintenance of geographical data to be used in the operation of an enhanced 911 system. This data includes addresses, street names (maps), and street name signs. Position is responsible for performing supervisory and administrative work for Planning Director. Reports to the. Performs related work as directed.

**SPECIFIC DUTIES AND RESPONSIBILITIES**

**EXAMPLES OF ESSENTIAL FUNCTIONS**

*The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.*

Translate ALI and Street Centerline GIS files to be imported into CAD system. (10%)

Supports and trains staff on new procedures and software; customizes software as needed, e.g., global positioning data software; supports sign shop computer software. (10%)

Develops and conducts GIS analysis, database development, and information dissemination. Designs and executes GIS related mapping; plans and guides the implementation of the E911 Street Naming and Addressing program. (25%)

Create procedures to highlight disconnects in local ALI Database and other databases utilizing addressing records. This procedure helps us correct and update our files from other sources. (25%)

Resolve ALI Database/Street Centerline problems based on citizen, TELCO, PSAP and other concerns (10%)

Participates in the design and implementation of GIS program annual plans, including development of GIS budgets. (5%)

Performs research into various computer and cartographic technologies as needed for the technical improvement of the County GIS applications. (5%)

Maintains currency on developments in GIS technologies, spatial analysis, and their applications in governmental processes and serve as a resource to other staff members. (2.5%)

Maintains relationships with national, state and local academic and agency communities engaged in spatial analysis and mapping. Participates in industry and governmental organizations, clubs, and associations advancing GIS, spatial analysis, and mapping. (2.5%)

Prepares standard operating procedures for department; administers county and departmental regulations, develops methods for increased productivity. (2.5%)

Prepares annual budget; monitors budget and equipment. (2.5%)

**MARGINAL FUNCTIONS**

*While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.*

Performs general clerical and administrative functions in support of assigned duties: composes correspondence, makes copies of documents, etc. (5%)

Performs related duties as directed.

### **MINIMUM TRAINING AND EXPERIENCE**

Bachelor's degree in planning, drafting, engineering or closely related field; supplemented by minimum three (3) years experience and/or training that includes planning, drafting, engineering, supervisory and administrative work; or an equivalent combination of education, training, and experience.

### **SPECIAL REQUIREMENTS**

Must have or obtain North Carolina Drivers License with an acceptable driving record.

Requires drug-screening test and receipt of negative results for the use of drugs specified in the county policy.

Background check with local authorities required.

### **ADA COMPLIANCE**

**Physical Ability:** Tasks involve the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

**Dexterity:** Requires the ability to perform coordinated movements needed to operate office equipment, computers and drafting instruments.

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate colors or shades of colors. Some tasks require visual perception and discrimination. Some tasks require oral communications ability.

**Environmental Factors:** Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, animals/wildlife, toxic/poisonous agents, violence, disease, or pathogenic substances.

### **PERFORMANCE INDICATORS**

*The work performance of supervisory personnel of XXXXXX County is routinely evaluated according to the performance criteria outlined herein:*

**Knowledge of Work:** Has considerable knowledge of the methods, procedures and policies of XXXXXX County as such pertains to the performance of the essential duties of E-911/Addressing GIS Coordinator. Has considerable knowledge of principles and practices of planning and supervising department operations and overseeing the creation and maintenance of geographical data. Has considerable knowledge of the laws, ordinances, standards, and regulations pertaining to the essential duties and responsibilities of the position. Has considerable knowledge of the organization of the department, and of related departments and agencies. Clearly understands any occupational hazards and adheres to safety precautions inherent in performing the essential functions of the work. Has considerable knowledge of terminology and related professional languages used within the department as such pertains to work responsibilities. Knows how to maintain cooperative and effective relationships with intra- and interdepartmental personnel, as well as any external entities with whom position interacts.

**Quality of Work:** Maintains high standards of accuracy in performing duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains quality communication and interaction with intra- and interdepartmental personnel, and any external entities with whom position interacts.

**Quantity of Work:** Performs described Essential Functions and related assignments efficiently and effectively in a manner to produce a quantity of work which consistently meets established standards and expectations.

**Dependability:** Assumes responsibility for completion of assigned functions. Completes assigned work within established deadlines in accordance with directives, policies, standards, and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

**Attendance:** Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides sufficient notice to upper management with respect to vacation time and leave requests.

**Initiative and Enthusiasm:** Exhibits an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates appropriate and acceptable action for the completion of work with a minimum of supervision and instruction.

**Judgment:** Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identification of alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advisement where appropriate, and researches issues, situations, and alternatives prior to exercising judgment.

**Cooperation:** Accepts supervisory and managerial instruction and direction, and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences is justified, i.e., poor communications, variance with established policies and procedures, etc.. Offers suggestions and recommendations to encourage and improve cooperation both intra- and interdepartmentally.

**Relationships with Others:** Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships both intra- and interdepartmentally, and with external entities with whom position interacts. Tactfully and effectively handles requests, suggestions, and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

**Coordination of Work:** Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion for work elements, and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

**Safety and Housekeeping:** Adheres to all established safety and housekeeping standards, to include regulatory entities. Ensures such standards are not violated.

**Planning:** Plans, coordinates and utilizes information effectively in a manner to improve activities and production. Knows and understands expectations regarding such activities and works to ensure such expectations are met. Develops and formulates ways, means, and timing to achieve established goals and objectives. Effectively and efficiently organizes, arranges, and allocates manpower, financial and other designated resources to achieve such goals and objectives.

**Organizing:** Efficiently organizes own work and that of subordinates as well. Ensures personnel under charge understand what results are expected of them, and that each is regularly and appropriately informed of all matters either affecting or of concern to them.

**Staffing:** Works with upper management, where appropriate, to select and recommend employment of qualified personnel. Personally directs the development and training of personnel under charge, ensuring their proper induction, orientation, and training.

**Leading:** Provides a work environment which encourages clear and open communications. Has a clear and comprehensive understanding of the principles of effective leadership, as well as the application of such principles to functions under charge. Provides adequate feedback to personnel under charge concerning their performance

in terms of excellent, satisfactory, or lacking. Commends and rewards personnel under charge for outstanding performance, and takes timely and appropriate disciplinary action as necessary. Exercises enthusiasm in influencing and guiding others toward achievement of established goals and objectives.

**Controlling:** Establishes and maintains a work environment which is orderly and controlled. Coordinates, audits, and controls manpower and financial resources efficiently and effectively. Coordinates, audits, and controls the utilization of materials and equipment efficiently and effectively. Has a clear and comprehensive understanding of established standards, methods, and procedures.

**Delegating:** Assigns duties and responsibilities as necessary and/or appropriate to meet goals, enhance abilities of personnel under charge, build their confidence, and assist them in personal growth. Establishes and maintains confidence in personnel under charge to meet new or additional expectations.

**Decision Making:** Exercises discretion and judgment in developing and implementing courses of action affecting functions under charge. Recognizes when a particular policy, procedure or strategy does not foster the desired result. Moves decisively and explicitly to develop and implement alternatives.

**Creativity:** Regularly seeks new and improved methodologies, policies and procedures for enhancing the effectiveness of functions under charge. Employs imagination and creativity in the application of duties and responsibilities. Is not adverse to change that supports achievement of goals and objectives.

**Human Relations:** Strives to develop and maintain excellent rapport with personnel under charge. Listens to and considers their suggestions and complaints, and responds appropriately. Establishes a work environment to promote and maintain mutual respect.

**Policy Implementation:** Has a clear and comprehensive understanding of policies regarding functions under charge and the function of the organization. Adheres to all policies in the discharge of duties and responsibilities, and ensures the same for personnel under charge.

**Policy Formulation:** Maintains current knowledge of changes in operating philosophies and policies, and routinely reviews such policies to ensure any changes in philosophy or practice are appropriately incorporated into functions under charge. Recognizes and understands the relationship between operating policies and practices and morale and performance. Strives to ensure established policies enhance same.

**XXXXXXXXXXXXXX**  
**POSITION DESCRIPTION**

**Department/Division/Section:**

**Fund** **Agency:** **Org:** 4575 **Position #:** PLN0104

**Title:** Addressing Technician **FLSA:** **Grade:**

**GENERAL DESCRIPTION OF DUTIES**

Under general supervision, the purpose of the position is to provide addresses for habitable structure(s) in XXXXXX County for use by the telephone company in connection with the enhanced 911 system. Performs related work as directed.

**SPECIFIC DUTIES AND RESPONSIBILITIES**

**EXAMPLES OF ESSENTIAL FUNCTIONS**

*The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.*

Compare daily new building permit data, new parcels and requests from citizens for new addresses to be included in the ALI Database. (10%)

Assign new addresses to development reviews (paper plats) (30%)

Plans and designs address block ranges and street addresses. Operates various computer software programs to locate street names and boundary lines, address locations, property owners. (5%)

Searches for addressing data and archive information, cross references and troubleshoots incomplete/incorrect information in order not to duplicate address assignment. (5%)

Communicates and coordinates activities with developers, utility companies, county municipalities, county and other public safety agencies, and citizens in locating and/or confirming addresses. (30%)

Enters, retrieves and maintains data in automated information systems and program databases; prepares reports, records distributes and coordinates address updates to city, county, public agencies and utilities. (5%)

**MARGINAL FUNCTIONS**

*While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.*

Prepares sign maintenance work orders. Communicates with County and City Sign Shop management concerning damaged/down signs and installation. (5%)

Performs general clerical and administrative functions in support of assigned duties: answers telephone calls, files, types correspondence, faxes, makes copies of documents, etc. (5%)

Prepares orthophoto maps/cadastral maps for review, final addressed plats for distribution, drafting sketches for change of address. (5%)

Operates motor vehicles.

Performs related duties as directed.

### **MINIMUM TRAINING AND EXPERIENCE**

Vocational/Technical degree with training emphasis in planning, drafting, or a related field; supplemented by two (2) years experience and/or training that includes drafting and preparing maps and technical documents; or an equivalent combination of education, training, and experience.

### **SPECIAL REQUIREMENTS**

Must have or obtain North Carolina Drivers License with an acceptable driving record. Requires drug-screening test and receipt of negative results for the use of drugs specified in the county policy. Background check with local authorities required.

### **ADA COMPLIANCE**

**Physical Ability:** Tasks involve the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

**Dexterity:** Requires the ability to perform coordinated movements needed to operate office equipment, computers and drafting instruments.

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate colors or shades of colors. Some tasks require visual perception and discrimination. Some tasks require oral communications ability.

**Environmental Factors:** Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, animals/wildlife, toxic/poisonous agents, violence, disease, or pathogenic substances.

### **PERFORMANCE INDICATORS**

*The work performance of non-supervisory personnel of XXXXXX County is routinely evaluated according to the performance criteria outlined herein:*

**Knowledge of Work:** Has working knowledge of the methods, procedures and policies of XXXXXX County as such pertains to the performance of the essential duties of Addressing Technician. Has working knowledge of principles and practices of drafting and preparing maps and technical drawings. Ability to interpret and use aerial photography, tax parcel identification and topographic maps. Has considerable knowledge of GIS software in addition to popular and specialized PC word processing, spreadsheet and database programs (MS Office). Has working knowledge of the laws, ordinances, standards, and regulations pertaining to the essential duties and responsibilities of the position. Has working knowledge of the organization of the department, and of related departments and agencies. Clearly understands any occupational hazards and adheres to any safety precautions inherent in performing the essential functions of the work. Has working knowledge of terminology and related professional languages used within the department as such pertains to work responsibilities. Knows how to maintain cooperative and effective relationships exercising courtesy and tact with intra- and interdepartmental personnel, as well as any external entities with whom position interacts.

**Quality of Work:** Maintains high standards of accuracy in performing duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains quality communication and interaction with intra- and interdepartmental personnel, and any external entities with whom position interacts.

**Quantity of Work:** Performs described Essential Functions and related assignments efficiently and effectively in a manner to produce a quantity of work which consistently meets established standards and expectations.

**Dependability:** Assumes responsibility for completion of assigned functions. Completes assigned work within established deadlines in accordance with directives, policies, standards, and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

**Attendance:** Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides sufficient notice to upper management with respect to vacation time and leave requests.

**Initiative and Enthusiasm:** Exhibits an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates appropriate and acceptable action for the completion of work with a minimum of supervision and instruction.

**Judgment:** Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identification of alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advisement where appropriate, and researches issues, situations, and alternatives prior to exercising judgment.

**Cooperation:** Accepts supervisory and managerial instruction and direction, and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences is justified, i.e., poor communications, variance with established policies and procedures, etc.. Offers suggestions and recommendations to encourage and improve cooperation both intra- and interdepartmentally.

**Relationships with Others:** Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships both intra- and interdepartmentally, and with external entities with whom position interacts. Tactfully and effectively handles requests, suggestions, and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

**Coordination of Work:** Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion for work elements, and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

**Safety and Housekeeping:** Adheres to all established safety and housekeeping standards, to include regulatory entities. Ensures such standards are not violated.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

*XXXXXX County, North Carolina is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, XXXXXX County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*

Developed: DMG 1997  
Revised: May 2005 kry



XXXXXXX XXXXXX  
***POSITION DESCRIPTION***

**Department/Division/Section:** Planning Emergency 911

**Fund:**  **Agency:**  **Org:**  **Position #:**

**Title:** Street Naming Coordinator **FLSA**  **Grade:**

**GENERAL DESCRIPTION OF DUTIES**

Under general direction, the purpose of the position is to ensure the 911 addressing and street name databases are accurate for the response of 911 calls. Employees in this class plan work; supervise and review individuals editing database files and reports; and perform various administrative functions for the E911 addressing section. Reports to the E911 Planning coordinator. Performs related work as required.

**SPECIFIC DUTIES AND RESPONSIBILITIES**

**EXAMPLES OF ESSENTIAL FUNCTIONS**

*The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.*

Maintains the streets database. (10%)

Verifies E911 numbers, streets, renaming streets and all other facets of addressing including notification to specific organizations are maintained and completed. (10%)

Coordinates with County Emergency Services, City Communications and Postal Service for approval of street names for new development. (5%)

Prepares Master Street Address Guide ledgers for inquires for updates and corrections to location information with telephone service provider databases. (10%)

Process new development plans that are the basis for new records in the ALI Database. (Paper plats and number assignments) (40%)

**MARGINAL FUNCTIONS**

*While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.*

Reviews new subdivision plats to ensure no duplication of street naming. (10%)

Maintains contact with associated County and City agencies in providing accurate information in regards to correct street information and signage. (5%)

Performs various paraprofessional and technical duties in supporting Planning, Zoning Division and Tax Administration.

Investigates inquiries from communications centers relative to improper addresses. (2.5%)

Coordinates resolution of address discrepancies between citizens and telephone representatives. (2.5%)

Prepares reports, data, map and notification letters to property owners and Board of Commissioners for street renaming procedures (5%)

Operates motor vehicles.

Performs related duties as required.

### **MINIMUM TRAINING AND EXPERIENCE**

Vocational/Technical degree with training emphasis in database; office software applications or a related field; supplemented by one (1) year experience and/or training involving database/MS Office applications; or an equivalent combination of education, training, and experience.

### **SPECIAL REQUIREMENTS**

Must have or obtain and maintain a valid North Carolina driver's license with an acceptable driving record. Favorable background check with local authorities required. Requires drug-screening test and receipt of negative results for the use of drugs specified in the county policy.

### **ADA COMPLIANCE**

**Physical Ability:** Tasks involve the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

**Dexterity:** Requires the ability to perform coordinated movements needed to operate office equipment , computers and drafting instruments.

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate colors or shades of colors. Some tasks require the ability to perceive and discriminate sound. Some tasks require visual perception and discrimination. Some tasks require oral communications ability.

**Environmental Factors:** Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances.

### **PERFORMANCE INDICATORS**

*The work performance of supervisory personnel of XXXXXX County is routinely evaluated according to the performance criteria outlined herein:*

**Knowledge of Work:** Has working knowledge of the methods, procedures and policies of XXXXXX County as such pertains to the performance of the essential duties of Street Naming Coordinator. Has considerable knowledge of principles and practices of drafting and preparing maps. Has working knowledge of the laws, ordinances, standards, and regulations pertaining to the essential duties and responsibilities of the position. Ability to interpret and use aerial photography, tax parcel identification and topographic maps. Has considerable knowledge of popular and specialized PC word processing, spreadsheet and database programs (MS Office). Has working knowledge of the organization of the department, and of related departments and agencies. Clearly understands the occupational hazards and safety precautions required to perform the essential functions of the work. Has considerable knowledge of terminology and related professional languages used within the department as such pertains to work responsibilities. Knows how to maintain cooperative and effective relationships exercising courtesy and tact with intra- and interdepartmental personnel, as well as any external entities with whom position interacts.

**Quality of Work:** Maintains high standards of accuracy in performing duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Complies with established practices and standards in completion of tasks.

**Quantity of Work:** Performs described Essential Functions and related assignments efficiently and effectively in a manner to produce a quantity of work which consistently meets established standards and expectations.

**Dependability:** Assumes responsibility for completion of assigned functions. Completes assigned work within established deadlines in accordance with directives, policies, standards, and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

**Attendance:** Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides sufficient notice to upper management with respect to vacation time and leave requests.

**Initiative and Enthusiasm:** Exhibits an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates appropriate and acceptable action for the completion of work with a minimum of supervision and instruction.

**Judgment:** Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identification of alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advisement where appropriate, and researches issues, situations, and alternatives prior to exercising judgment.

**Cooperation:** Accepts supervisory and managerial instruction and direction, and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences is justified, i.e., poor communications, variance with established policies and procedures, etc.. Offers suggestions and recommendations to encourage and improve cooperation both intra- and interdepartmentally.

**Relationships with Others:** Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships both intra- and interdepartmentally, and with external entities with whom position interacts. Tactfully and effectively handles requests, suggestions, and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

**Coordination of Work:** Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion for work elements, and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

**Safety and Housekeeping:** Adheres to all established safety and housekeeping standards, to include regulatory entities. Ensures such standards are not violated.

**Planning:** Plans, coordinates and utilizes information effectively in a manner to improve activities and production. Knows and understands expectations regarding such activities and works to ensure such expectations are met. Develops and formulates ways, means, and timing to achieve established goals and objectives. Effectively and efficiently organizes, arranges, and allocates manpower, financial and other designated resources to achieve such goals and objectives.

**Organizing:** Efficiently organizes own work and that of subordinates as well. Ensures personnel under charge understand what results are expected of them, and that each is regularly and appropriately informed of all matters either affecting or of concern to them.

**Staffing:** Works with upper management, where appropriate, to select and recommend employment of qualified personnel. Personally directs the development and training of personnel under charge, ensuring their proper induction, orientation, and training.

**Leading:** Provides a work environment which encourages clear and open communications. Has a clear and comprehensive understanding of the principles of effective leadership, as well as the application of such principles to functions under charge. Provides adequate feedback to personnel under charge concerning their performance in terms of excellent, satisfactory, or lacking. Commends and rewards personnel under charge for outstanding performance, and takes timely and appropriate disciplinary action as necessary. Exercises enthusiasm in influencing and guiding others toward achievement of established goals and objectives.

**Controlling:** Establishes and maintains a work environment which is orderly and controlled. Coordinates, audits, and controls manpower and financial resources efficiently and effectively. Coordinates, audits, and controls the utilization of materials and equipment efficiently and effectively. Has a clear and comprehensive understanding of established standards, methods, and procedures.

**Delegating:** Assigns duties and responsibilities as necessary and/or appropriate to meet goals, enhance abilities of personnel under charge, build their confidence, and assist them in personal growth. Establishes and maintains confidence in personnel under charge to meet new or additional expectations.

**Decision Making:** Exercises discretion and judgment in developing and implementing courses of action affecting functions under charge. Recognizes when a particular policy, procedure or strategy does not foster the desired result. Moves decisively and explicitly to develop and implement alternatives.

**Creativity:** Regularly seeks new and improved methodologies, policies and procedures for enhancing the effectiveness of functions under charge. Employs imagination and creativity in the application of duties and responsibilities. Is not adverse to change that supports achievement of goals and objectives.

**Human Relations:** Strives to develop and maintain excellent rapport with personnel under charge. Listens to and considers their suggestions and complaints, and responds appropriately. Establishes a work environment to promote and maintain mutual respect.

**Policy Implementation:** Has a clear and comprehensive understanding of policies regarding functions under charge and the function of the organization. Adheres to all policies in the discharge of duties and responsibilities, and ensures the same for personnel under charge.

**Policy Formulation:** Maintains current knowledge of changes in operating philosophies and policies, and routinely reviews such policies to ensure any changes in philosophy or practice are appropriately incorporated into functions under charge. Recognizes and understands the relationship between operating policies and practices and morale and performance. Strives to ensure established policies enhance same.

TAB 3

Special Notice:

*Call for Papers*

**2008 ANNUAL CONFERENCE  
"CALL FOR PAPERS"**

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The North Carolina Chapters of NENA and APCO are proud to host the 2008 NC NENA/APCO Annual Conference September 7 – 11, 2008. This conference is an educational and networking event for all public safety communications professionals. This Call for Papers invites NENA or APCO members, industry associates, business professionals and educators to submit a written presentation for development into an education program or workshop at the 2008 conference.

**Presentations Desired**

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For the 2008 NC NENA/APCO conference there will be three (3) educational tracks: General Education, Telecommunicator, and Management/Supervision. Presentations should be focused towards one of these educational tracks. Presentations desired:

Telecommunicator/Front-line Operations: Best practices, specific call processes, stress management, incident dispatching, tactical dispatching, ADA/TTY, lessons learned, NIMS/ICS, customer service, motivational, legal liability, natural/manmade disasters, terrorism, gang violence, EMD techniques, cultural diversity, communications training officer

General Education: Lessons learned from significant event or project, regional or statewide projects, emerging issues; NENA/APCO current events; Computer Aided Dispatch, radio systems, telephone systems, recording systems, telematics, GIS and 911, VoIP, network security, NG911, public safety networks

Management/Supervision: Supervisory techniques, SOP's, motivational techniques, developing leadership, teamwork, morale building, scheduling, lessons learned, training program management, quality assurance, evaluating and discussing performance, human resource issues, liability, media and public relations, disaster planning, funding and grants, legislative/regulatory issues

### Submission Requirements

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The entry should include:

Target audience and general topic

Biography of the presenter – please include overview of speaking/training experience

Information about proposed co-presenters or panel members, if applicable

Suggested course title

Brief description of course content in 100 words or less

Presentation format (classroom-style, panel discussion, or roundtable discussion)

Date and place where program was last presented and any date and place you intend to present prior to the conference

All submissions must be submitted through email address:

[NCAPCONENA2008@archivebit.net](mailto:NCAPCONENA2008@archivebit.net)

### Evaluation Criteria

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Proposed program topics will be evaluated based on the quality, timeliness, relevance, practicality and focus of the topic. Historical data from surveys and evaluation of previous events will be used to analyze potential attendee interest in the topics proposed, as well as the speaker's ability to provide a high-quality session.

**2004 NC APCO/NENA Conference  
Educational Sessions**

**Pre-Conference Courses Sunday, September 12, 2004**

**9:00 – 4:00 p.m.     Grant Management: From Acquisition to Maintenance**

This is a new NENA course and will be offered for \$125.00. Course description and registration information will be available the week of August 9, 2004. National NENA will handle all registrations and payments for this course.

**9:00 a.m. – 4:00 p.m.     Wireless for Telecommunicators**

This course is being offered free of charge by the North Carolina State Wireless 9-1-1 Board and is open to any communications center personnel in North Carolina.

To register for this class please contact either [Jason.barbour@johnstonnc.com](mailto:Jason.barbour@johnstonnc.com) or [Cwhittington@triad.rr.com](mailto:Cwhittington@triad.rr.com).

**1:00 – 5:00 p.m.     ENP Exam**

Exam Registration Deadline is August 12, 2004.

**8:00 a.m. – 5:00 p.m.     APCO Institute Customer Service and Team Building**

**Customer Service Seminar**

As we look at Public Safety Communications, we must start by defining customer service in government. Next, we take a look at who our customers are and how we treat them. During this 4 hour seminar, expectations and attitudes are examined, as well as applications in public safety.

**Team Building Seminar**

This 4 hour seminar was constructed to provide you with some of the current theory and practice on developing and maintaining dynamic teams. In public safety communications, the term "team" may be either a project team or a shift of people who work together. Either team must be able to solve problems and work toward common goals.

This class is being offered **FREE** to the first 15 NC APCO members.

Registration Forms and cost information for this course can be found at [www.ncapco.org](http://www.ncapco.org) or [www.ncnena.org](http://www.ncnena.org).



**Monday September 13, 2004**

**10:45a.m.-12:00p.m.**

**Show Me the Money: A Strategy to Survive the Funding Gauntlet for Public Safety IT Projects.**

As public safety professionals we are aware of the diverse and challenging constituents that we serve. However, it seems the greatest battle we often face is in obtaining the critical funding that we need from the political and financial gatekeepers to deploy new technology and to upgrade existing infrastructure. Our inability to convince the gatekeepers of the merit in our proposals is not based on a lack of demonstrated need, but rather on a failure to communicate the positive financial results that will ensue. The universal language is money, or ROI (Return on Investment). State and local government is presently sympathetic to the needs of public safety professionals, but in addition to demonstrating the quality of life improvements that your project will yield, you must also justify that your project is a good financial investment. You can demonstrate the realized cost saving of implementing your project through a variety of ways, the redeployment of FTEs, increased operational efficiency, or even a reduction in the risk of liability. Nonetheless, even though public safety professionals play an indispensable role, we still must prove our financial viability every day.

**So You Want To Respond With T.E.R.T.**

What you need to know when deciding if participation in T.E.R.T. is right for you and your agency.

**Telecommunicator Survival... It's All About Choices!**

Stress is always present and has an adverse affect on our lives. This presentation will talk about stress, different types of stress, how stress affects our attitudes and how stress can lead to job burnout. We will then discuss how to use choices to improve attitudes and help protect our agency's most important investment...our Telecommunicators!

**Emergency Medical Dispatch Quality Assurance and Liability Issues**

Panel discussion on quality assurance and liability issues for your agency. This session will include a question and answer period.

**Monday September 13, 2004**

**1:00p.m.-2:45p.m.**

**VoIP Panel Discussion**

**1:00p.m.-2:15**

**Telecommunicator Multi-Tasking Competition**

**DCI Updates**

**Your Words, Their Message**

Critical communications is one of the most important, but commonly overlooked emergency skill. This lecture will address how EMS personnel can better communicate with people in crisis. Communication danger zones will be discussed along with methods to combat these common errors. The lecture will be of value to EMS personnel of any level, come join us, you'll be glad you did.

**3:00p.m.-6:00p.m.**

**Vendor Hall**

**Tuesday September 14, 2004**

**9:00a.m.-12:00p.m.**

**Vendor Hall**

**1:00.m.-2:15p.m.**

**How to Successfully Manage a Public Safety Technology Project**

Public safety technology projects should be approached with the same management skills as any other public safety endeavor. Project management skills can be acquired to develop an understanding of the critical steps and factors that leads to the successful implementation of a technology project. It is important to remember that technology is a vehicle, not a result; it is a means to achieve specific functional goals. Project management occurs in a dynamic environment. Communication, participation of technology stakeholders, and documentation are critical. Micromanaging is counterproductive. Never underestimate the value of common sense as a management tool. Remember contingency planning and consider ongoing project support.

### **The Protocol Police (QI in Emergency Dispatch)**

Most Emergency Dispatchers have a distinct fear and/or dislike for the term "Quality Improvement". Many agencies have had some very bad experiences with this concept in the past. The old "no news is good news" theory still permeates the communication industry. Come join us for a look into how we can reverse the views of everyone involved in the quest for quality. We will discuss the process for improvement, value added benefits, and a systemic approach to improving service to our internal and external customers.

### **Staffing Solutions for 9-1-1 Call Centers**

This presentation explores and provides information on staffing issues that face 9-1-1 Centers across the Nation. The presentation addresses critical issues of recruitment, hiring, and retention and raises key points that contribute to an epidemic problem of staffing 9-1-1 Center with highly qualified and motivated professionals. The presentation describes current methodologies currently used to determine what staffing levels are necessary to effectively operate a 9-1-1 Center and meet the expectations of the public and elected officials.

### **The Road to ENP Certification**

What it takes to be certified as an Emergency Number Professional.

**3:00p.m.-4:15p.m.**

### **Consolidation of Public Safety Communications-A Public Policy Option**

Increasingly, consolidation of public safety communications activities in and among government jurisdictions is being viewed as a necessary and viable approach to improving service delivery and maximizing the investment in facilities, technology, and human resources. Consolidation efforts carry a multitude of complex political, operational, and technical concerns that need to be addressed to be successful. This presentation identifies these concerns and provides methods others have utilized to overcome them.

### **CapTel Presentation**

CapTel is short for Captioned Telephone. This telephone allows people to receive word-for-word captions of their telephone conversations using customized voice recognition.

## **Advanced Data Integrations for Communication Recording Systems**

Subject matter to include data integrations with existing Customer Premise Equipment (CPE), 800MHz Trunked Radio Recording Requirements, and digital telephony recording of Integrated Services Digital Network (ISDN) and Voice over Internet Protocol (VoIP). These advanced software applications provide Powerful, Easy to Use, Recording, Retrieval, Evaluation and Reporting Tools.

## **Disaster Recovery Plan Status**

This class would provide PSAPs with the ability to intelligently determine the status of their own disaster recovery plan. It should be able to be completed in one hour.

This class includes an overview of the basic building blocks of the wireline and wireless E9-1-1 telephone network and call flow. We will then discuss what happens when you break the blocks or connections between. What causes ANI/ESCO failures? What options are available for host/remote office isolations or failures? There should be sufficient time for Q&A.

**Wednesday September 15, 2004**

**9:00a.m.-10:30a.m.**

## **The Third Leg of the Wireless Stool – Who Are These People? (Panel Discussion)**

**9:00a.m.-10:15a.m.**

## **Wireless TTY**

## **Severe Weather Issues**

## **Different Different World**

This exercise is designed to provide participants an opportunity to experience the communication barriers that are faced by those who are Deaf, Deaf-Blind or Hard of Hearing.

**10:30a.m.-11:45a.m.**

**It's Us Against Them.**

Come and explore with us the next generation in Critical Communications, and its affect on our customer service. How we interact with both internal and external customers is as important as the clinical expertise we bring to the scene. Come explore the tribal instincts of Fire, EMS, and Police agencies and how this affects our interaction with each other. It is a new look and an old nemesis.

**Personnel Scheduling for 9-1-1**

A discussion of the issues specifically unique to 9-1-1 personnel scheduling. Interviews with dozens of PSAPs from California, Texas, Nevada, Arizona, Florida, North Carolina, Virginia, Maryland, Pennsylvania and New Jersey yielded substantial amounts of information regarding the overall scheduling issues. From this information, a demonstration platform was built - not a product, but purely a demo of "what could be" that demonstrates how computer software might solve this problem.

**Different Different World**

This exercise is designed to provide participants an opportunity to experience the communication barriers that are faced by those who are Deaf, Deaf-Blind or Hard of Hearing.

**ICS for Telecommunicators**

This course will give a brief overview of the Incident Command System. Its history, as well as the functions of each component. To understand the applications of ICS, the Telecommunicator should understand the operational functions of each component within the ICS structure. These include Command, Operations, Planning, Logistics, and Finance/Administration. Learning objectives for this class will be to explain the common terminology used in ICS as well as the function of each component.

TELECOMMUNICATORS...

## BONUS TRAINING

# 2 GREAT TRAINING OPPORTUNITIES!

### ***Celebrate Being a Telecommunicator!***

#### **TWEAKERS, SNEAKERS AND OTHER BAD HABITS!**

Tuesday, May 27, 2008

8:30 am until 12:30 pm

Space is limited to 50 participants for  
this session.

*Instructor:* **Kevin Kesick,**  
Global Emergency Solutions

#### **GANG AWARENESS**

Tuesday, May 27, 2008

1:30 pm until 5:00 pm

space is limited to 44 participants for  
this session.

*Instructors:*  
**Investigator C. B. Thompson,**  
Durham Police Department  
**Investigator D. A. Gaither,**  
Durham Police Department

A total of 450 copies of this public document were printed by the North Carolina Justice Academy, North Carolina Department of Justice, at a cost of \$135.00 or .30 per copy. These figures include only the direct costs of reproduction. They do not include preparation, handling, or distribution costs.

Roy Cooper  
Attorney General



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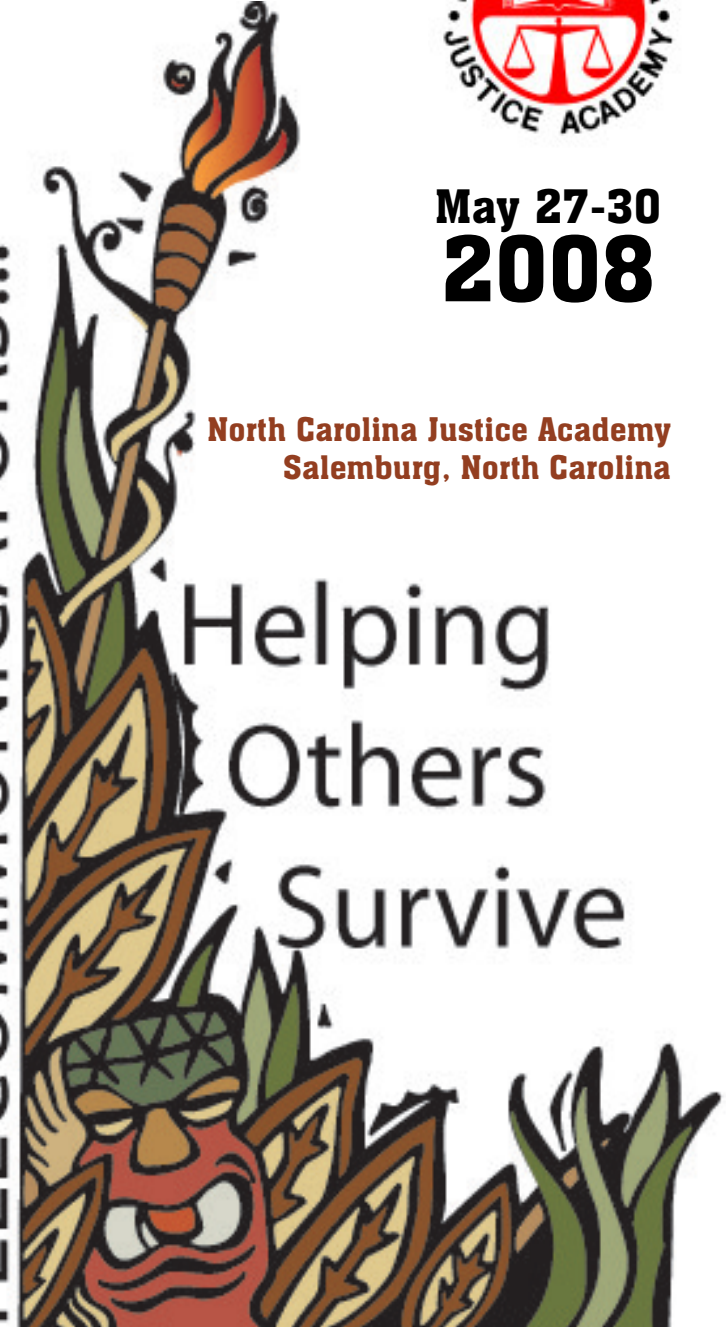
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## May 27-30 2008

North Carolina Justice Academy  
Salemberg, North Carolina

TELECOMMUNICATORS...



# Helping Others Survive



# AGENDA

Schedule subject to change without prior notice.

## WEDNESDAY, MAY 28, 2008

9:00 a.m. - 10:30 a.m. Opening Breakfast  
10:45 a.m. Morning Sessions begin  
12:00 - 1:00 p.m. Lunch on your own  
1:00 p.m. Afternoon Sessions begin  
2:15 p.m. - 2:30 p.m. Break  
(provided snack in the registration area)  
2:30 p.m. Resume afternoon sessions  
5:00 - 7:00 p.m. Theme Dinner, with  
entertainment

## THURSDAY, MAY 29, 2008

7:00 a.m - 8:15 a.m. Breakfast available  
8:30 a.m. Morning Sessions begin  
9:45 a.m. - 10:00 a.m. Break  
(provided snack in the registration area)  
12:00 p.m. - 1:00 p.m. Lunch on your own  
1:00 p.m. Afternoon Sessions begin  
2:15 p.m. - 2:30 p.m. Break  
(provided snack in the registration area)  
2:30 p.m. Resume afternoon sessions  
7:00 p.m. Closing Banquet

## FRIDAY, MAY 30, 2008

8:30 a.m. Domestic Violence  
12:00 p.m. Conference ends



# HOT TOPICS

ADA/TYY Issues  
Wellness Awareness  
Domestic Violence

DCI Update  
In Pursuit Demo

Spanish Update  
Customer Service

Legal Issues for Telecommunicators  
Fire Communication  
Sexual Harassment

## SURVIVOR NIGHT THEME DINNER

Come to enjoy the fun and  
festivities with great food and door  
prizes. Feel free to dress to fit the theme.

Dance immediately following dinner. **DJ  
Services provided by U. B. Foxy 99 "The  
Big Stick"**

## REGISTRATION DEADLINE MAY 16, 2008

Complete Conference \$100  
Wednesday, May 28, 2008 only \$50  
Thursday, May 29, 2008 only \$50

For those attending for one day, your  
registration includes all meals covered by the  
conference for that day. There will be no exceptions  
in conference fees if you choose not to take  
advantage of the snacks and/or meals provided.  
Guests of conference attendees must pay an  
additional fee to attend conference events.

**Applications submitted without  
registration fees will not be processed.**

## REGISTRATION FORM

**Registration deadline: May 16, 2008**

Course #2229, May 27-30, 2008, Salemburg, NC

Name: \_\_\_\_\_ (No Nicknames)  
Last First Middle

Social Security Number \_\_\_\_\_ Date of Birth \_\_\_\_\_

Agency Name \_\_\_\_\_ ☐ County ☐ State ☐ Federal

Agency Address \_\_\_\_\_ Street City State Zip

County \_\_\_\_\_ Phone No. ( \_\_\_\_\_ ) \_\_\_\_\_ Job Title \_\_\_\_\_

Please indicate when you plan to attend the conference:

I plan to attend the complete conference \$100.00 fee enclosed  
I plan to attend Wed. 5/28/08 only \$50.00 fee enclosed  
I plan to attend Thurs. 5/29/08 only \$50.00 fee enclosed

Please indicate if you will be attending the Bonus Training:

— I will be attending "Tweakers, Sneakers & Other Bad Habits!" on Tues., 5/27/08  
— I will be attending "Gang Awareness" on Tues., 5/27/08  
— No, I will not be attending either class

Please indicate if you will need a dorm room: (Available on a first come, first serve basis) I am a: \_\_\_\_\_  
— I will need a dorm room from May 27-May 30, 2008 — I will not need a dorm room — Male — Female

Arrangements for overflow have been made with the The Inn at Clinton; (910) 592-1990. Double rooms and single rooms  
are \$63.75 + 6.75% tax. These rooms are also available on a first come, first serve basis. When making hotel reservations,  
be sure to advise the attendant that you are with the North Carolina Justice Academy Telecommunicator Conference.

Make all checks payable to **NC APCO** and mail to: Carolyn Holland, c/o North Carolina Justice Academy, P.O. Box 99,  
Salemburg, NC 28385. **Applications submitted without registration fees will not be processed.**